



# Helen Rivera

## CONTACT



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LinkedIn | Portfolio



Seattle, WA

## EDUCATION

### Bachelor of Business Administration (BBA)

University of Washington, Seattle, W  
August 2018

## KEY SKILLS

- Cash management
- Customer resolution
- Retail software
- Cash register operation
- Inventory management

## ABOUT ME

Senior cashier and retail customer service professional with proven success in leading and managing teams, cash management, customer resolution, inventory management, and leveraging advanced financial and numerical skills for profitability. Certified in Training Management (CPTM), with expertise in retail software and cash register operations.

## PROFESSIONAL EXPERIENCE

Lead Cashier | January 2019 - Present  
Walmart, Seattle, WA

- Oversaw the handling of large volumes of cash; established stringent cash management procedures which improved accuracy and minimized discrepancies by 90%
- Trained and supervised a team of 12 cashiers and provided continual guidance in their roles, improving the team's efficiency by 30%
- Attended to complex customer complaints to ensure customer satisfaction and retention, resolving over 1,000 complaints with an 85% resolution rate

Senior Cashier | May 2017 - December 2018  
Home Depot, Seattle, WA

- Managed more complex transactions and inventories, minimizing errors and improving transaction efficiency by 80%
- Utilized expertise in retail software operations and cash register procedures to streamline front-end operations
- Contributed advanced financial and numerical skills in financial reporting and analysis, providing insights that significantly improved store profitability

## CERTIFICATIONS

- Inventory management, APICS | February 2019